

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4700

Investigator: Ly	rnn Combs Phone:		Fax:	
Priority: Respond Within Five Days				
Inquiry No.	2006 - 56119		Date: 10/23/2006	
Complaint Description: 01A Billing - High/low				
	08A Rate Case Items -	Opposed		
	<u>First:</u>	Last:		
Complaint By:	Nancy	Martin		
Account Name:	Nancy Martin		Home:	
Street:			Work:	
<u>City:</u>			CBR.	
State:	AZ Zip:		is:	
Utility Company.	Arizona Public Service Company			
Division:	Electric	-		

Nature of Complaint:

Contact Name:

10/23/06 EMAIL CORRESPONDENCE RECEIVED:

For assignment

Sent: Saturday, October 21, 2000 7.54 AM

To: Utilities Div - Mailbox Subject: electric bill:

<u>m</u> < <u>۾</u>

Contact Phone

I am a single woman living in a small home. I am careful about the energy I use. In 2004 I was paying \$87.00 a month, and as of this past month my electric bill has gone up to \$112.00 a month. I noticed that just about half of that bill was taxes, metering charges, delivery charges, environmental surcharges, power supply adjustments, meter reading charges, billing charges, system benefits charges ect. I live on social security and get a small retirement benefit. I fear that next year I will not be able to run my air conditioner at a healthy level, and not I understand that the rates may go even higher.

I make a little too much to qualify for aid so that is not an option.

Is there anything I could do to lower these costs. It is difficult when the cost of living gets higher each year and one is on a fixed income.

Thank you for your concern, Nancy Martin

Utilities' Response:

Investigator's Comments and Disposition:

Arizona Corporation Commission

DOCKETED

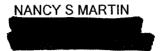
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ARIZONA CORPORATION COMMISSION UTILITY COMPLAINT FORM

10/23/06 Emailed to utility - regarding inquiry to lower cost

10/23/06 Filed Opinion - Docket # E01345A-05-0816 and emailed letter to customer at birdwatchers@cox.net



RE: ARIZONA PUBLIC SERVICE DOCKET # E-01345A-05-0816

Dear Ms. Martin

Your letter regarding the Arizona Public Service (APS) rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission (Commission) to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application. In addition I have filed an inquiry # 56119 with the utility regarding your current energy plan.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (602) 542-0488.

Sincerely,

Lynn Combs
Consumer Service Specialist
Utilities Division
End of Comments

Date Completed:

Inquiry No. 2006 - 56119